



PROFILE

To secure a position where I can efficiently contribute my skills and abilities to the growth of the organization and build my professional career.

CONTACT

PHONE: +971 545533723

ammusaravan123@gmail.com

EDUCATION

Bachelor of Arts - English

Bharathiar University

IATA-Foundation in Travel and Tourism with Galileo

Montreal, Canada 2018

SOFTWARE SKILLS

COMPUTER RESERVATION SYSTEM

SABRE

AMADEUS

GALILEO

MS OFFICE

PERSONAL PROFILE

Nationality : Indian

Date of Birth : 09 February 1998

Sex : Female

Marital Status : Single

Passport No : R3219887

Visa Status : Employment

LANGUAGES KNOWN

English, Malayalam, Tamil

AMMU.S

Customer Service Agent

WORK EXPERIENCE

Quintessentially for Commercial and Industrial Investment LLC, Dubai.

Designation: **Receptionist & Administrator**

Feb 2021- Present

Duties & Responsibilities

- Greets and directs visitors, resolves routine administrative problems and answers inquiries concerning activities and operations of department/division; accepts, screens, and routes telephone calls; maintains log of inquiries as required.
- Performs a wide variety of assignments which may be confidential in nature and require research to complete; operates personal computer to compose, edit, revise, tabulate, and print letters, tables, reports, and other materials.
- Performs basic, routine bookkeeping functions, which may involve simple billing and cash receipt activities
- Resolve customer complaints via phone, email, mail.
- Advise on company information.

Silver Point Printing Press LLC, Dubai

Designation: **Front Desk Agent**

Oct 2020 – Jan 2021

Duties & Responsibilities

- Greet and welcome guests
- Answer questions and address complaints
- Resolve customer complaints via phone, email, mail, or social media.
- Assist with placement of job orders & cancel of orders, refunds, or exchanges.
- Advise on company information.
- Inform customer of deals and promotions.
- Check, sort and forward emails
- Prepare invoices & Cash handling

Arabian Travel & Tours, India

Designation: **Customer Service Agent**

Aug 2018 – Dec 2019

Duties & Responsibilities

- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Knowing our products inside and out so that you can answer questions.
- Use telephones to reach out to customers and verify account information.
- Assist with placement of orders, refunds, or exchanges.
- Advise on company information.
- Inform customer of deals and promotions.
- Sell products and services.
- Place or cancel orders.

DECLARATION

I hereby declare that all of the above details are true and correct to the best of my knowledge and belief.

Date: 09/10/2021

Place: Dubai

Ammu.S